

## **McDonald's Business Integrity Line: Frequently Asked Questions**

**1. Q: *What is the McDonald's Business Integrity Line?***

**A:** McDonald's Business Integrity Line is a comprehensive and confidential reporting tool to assist management and employees to work together to address fraud, abuse and other misconduct in the workplace.

**2. Q: *Who operates the Business Integrity Line?***

**A:** McDonald's Business Integrity Line is operated by an independent external organization called NAVEX Global. NAVEX Global provides confidential and anonymous hotline reporting solutions for organizations worldwide. NAVEX Global collects information from the person making the report and passes the report to McDonald's for follow-up and investigation.

**3. Q: *Can I make a report to the Business Integrity Line anonymously?***

**A:** During the call, you will be asked whether or not you wish to remain anonymous. Where permitted by law, you do not have to identify yourself when you contact the Business Integrity Line, although we do encourage you to do so. We may be able to do a better job of investigating your concern if you let us know who you are and how to reach you.

**4. Q: *If I call the McDonald's Business Integrity Line, will my call be recorded?***

**A:** No. However, in order to create a report, hotline staff will take notes from your call.

**5. Q: *How do I get an answer to my question or concern if you do not know my name?***

**A:** Once you have completed your report, you will be provided with a report key and you will be asked to create a password. You can return to the site at any time using your report key and your password, if you would like to check on the progress of your report or provide further information.

**6. Q: *What type of situations should I report on the Business Integrity Line?***

**A:** The Business Integrity Line is designed for employees to report any violation of our Standards of Business Conduct or any another compliance or ethics concern you may have.

**7. Q: *Why should I report what I know?***

**A:** Under the McDonald's Standards of Business Conduct, every employee has a responsibility to report suspected violations of the Standards or any applicable law.

**8. Q: *Does management really want me to report?***

**A:** Yes. McDonald's management expects all employees to conduct themselves and their business in an ethical manner.

**9. Q:** *If I file a report from my company-owned device, will McDonald's be able to identify me as the reporter?*

**A:** No. The third party administrator of the Business Integrity Line, NAVEX Global, does not generate or maintain any logs linking your device to McDonald's or NAVEX Global. You have the option of using devices other than your work device, e.g., home device, one located at the library, at a friend's house, etc., through the NAVEX Global secure website.

**10. Q:** *When can I contact the Business Integrity Line?*

**A:** You can contact McDonald's Business Integrity Line at any time by calling your local toll-free number, found on this site or in the Standards of Business Conduct. The Business Integrity Line is open 24 hours a day, 7 days a week, 365 days a year.

**11. Q:** *Can I make my report in my native language?*

**A:** Yes. When you call the Business Integrity Line, you may file a report in your native language. NAVEX Global, our third party administrator, will arrange to have your call received by someone fluent in your native language to take your report. NAVEX Global will then provide the Global Compliance Office with a translated version of your concerns.

**12. Q:** *What are my options for reporting an issue or concern?*

**A:** You can contact the Global Compliance Office in many ways:

- Meet face-to-face with a member of the Global Compliance staff
- Email Global Compliance secure email: [business.integrity@us.mcd.com](mailto:business.integrity@us.mcd.com)
- Call the Business Integrity Line: 1.800.261.9827
- [McDonald's online reporting tool](#)
- Text Global Compliance: 630.400.6818